

Essential Elements of the Continuity of Operations Plan (COOP)

- ☐ Provide name and title of **individual identified as responsible** for the development of a viable and executable COOP for the worksite.
- ☐ **Identification and prioritization of essential functions** necessary for agency continuity of operations. Essential functions include services that are:
 - Life Sustaining
 - Protective/Investigative
 - Emergency Medical
 - Food and Shelter
 - 24/7 Direct Care Providers
 - Critical Ancillary Providers
- ☐ Include **Information Technology (IT)** as a component of each essential function. Consider:
 - Essential functions contingent on IT
 - Managing the IT infrastructure
 - Help desk tasks to support IT needs for identified essential functions
 - Ability to provide remote access to programs
- ☐ **Order of succession** for each essential function. Include each successor's:
 - Name and title
 - Work, cell and home telephone numbers
 - Other available methods of contact, including pagers, email, etc.
- ☐ **Delegation of Authority** for each essential function. Include each delegate's:
 - Position title and/or source of authority being delegated
 - Authorities delegated, together with any limitation on, or exceptions to, their use
 - Name and title of delegate
 - Work, Cell and Home telephone numbers
 - Other available methods of contact, including pagers, email, etc.
- ☐ **Provide devolution** of essential functions for operation if COOP event requires movement to another geographical location. Identify:
 - Critical systems
 - Capabilities to perform essential functions given specific losses of staff and expertise
 - Logistical support
 - Services and infrastructure alternatives
 - Communications
 - Related computer/software issues

- ☐ Include **communication** plans:
 - Public relations
 - Staff and other service providers
 - Clients
 - Phone systems

- ☐ **Preparation** for pandemic, such as:
 - Dissemination of flu information by means of mail, Internet, and other methods
 - Develop an inventory of tasks for critical functions to ease transition of staff performing such functions on behalf of absent colleagues
 - Train successors and delegates identified for essential functions
 - Update contact information for all staff

- ☐ **24/7 facilities** must include a plan for:
 - Staffing
 - Medication and food supply
 - Medical assessment
 - Infection control
 - Communications